

Notice of References Cited	Application/Control No. 09/916,596		Applicant(s)/Patent Under Reexamination ADAMS ET AL.	
	Examiner Sean Reilly		Art Unit 2153	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	B	US-5,745,568	04-1998	O'Connor et al.	705/56
*	C	US-6,038,597	03-2000	Van Wyngarden, Amy	709/219
*	D	US-6,023,699	02-2000	Knoblock et al.	707/10
*	E	US-2002/0052807	05-2002	Han et al.	705/27
*	F	US-6,438,535	08-2002	Benjamin et al.	707/2
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*	L	US-6,321,532	11-2001	Komush, Dwayne D.	60/313
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Internet Business Advantage; Dell takes the next step: Providing tech support online; 1997
	V	Business Editors and High-Tech Writers; Dell Helps Customers Speed Deployment of Leading Business Software; May 21, 2001
	W	Network World; Dell bolsters support, consulting services; April 4, 2001
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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